

Quality Improvement Projects for Diabetes Care and Education



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Overview

- Why Quality Improvement
- What QI Projects are Available
- 2008 focus projects and preliminary results
- 5 year plan Program Objectives



MDP QI Program Goal

- To promote the prevention of complications, disabilities and the burden associated with diabetes.

Why Conduct QI Projects

- Patient Care
 - Implementation of projects that can provide patients the opportunity to improve health.

24 million Americans have DM

36,000 Montanan's have Type 2 DM



Why Conduct QI Projects

- Reduce Diabetes Complications
 - Leading cause of adult blindness *
 - Leading cause of end-stage renal disease *
 - Leading cause of non-traumatic lower limb amputation *
 - 2 to 4 times risk of developing cardiovascular disease *

* ADA – In the News 8-9-2002

Why Conduct QI Projects

- Reduce the cost of healthcare due to diabetes and its complications.

– Estimates of the costs in 2008 given by ADA *

Total costs: \$218 billion (direct and indirect).

- \$22.9 billion est. spent on direct medical costs related to diabetes complication in 2006



* ADA Diabetes Care March 2008

What QI Projects are Available?

- ABC Standards of Care
 - Care Profiles, ABC letters, Trending Graphs
 - A1c < 7.0 mg/dL
 - LDL < 100 mg/dL
 - Blood Pressure < 130/80 mmHg



What QI Projects are Available

- Lipid and Hypertension Studies
- Foot Care
- Tobacco Cessation
- Medication Adherence
- Dilated Eye Exam, documentation
- Flu and Pneumo Vaccinations
- Develop your own



QI Project Focus for 2008

- ABC Standards
 - ABC letters
 - Care Profiles
- Lipid and Hypertension Studies
- Foot Exams
- Prevention
 - Flu and Pneumonia Vaccinations
 - Eye Exams



ABC Projects - 2008

- ABC Letters: 6 sites – 1143 letters
- Care Profiles: 7 sites – 485 Brochures
- Lipid/Hypertension Studies: 9 CHC, 3 Urban Indian Centers, 2 other PCP – for > 1100 patients.
 - Ongoing project w/ CV program to improve BP and lipid control.

Kidney Health

Target: Little or no urine protein loss (called "microalbumin")

High blood sugar and high blood pressure can damage kidneys and decrease their ability to remove waste products from your body.

Things your doctor may do:

- Test your urine for small amounts of protein ("microalbumin")
- Prescribe medications to lower your blood pressure

Eye Exams

Target: Dilated eye exam yearly

High blood sugar over a long period of time can result in eye vessel damage. This damage can cause blindness if not treated.

Things your doctor may do:

- Encourage you to get a dilated eye exam yearly

Foot Care

Target: Comprehensive foot exam yearly

High blood sugar, high blood pressure, and smoking can cause circulation problems, ulcers, pain, sores, and possibly infections.

Things your doctor may do:

- Examine your feet for feeling, sores or ulcers
- Encourage you to examine your feet every day

Health Promotion

Flu shot: Yearly. The flu shot will not cause you to get the flu!

Pneumonia shot: At least once in your lifetime

Dental Exam: Cleaning by a dentist or hygienist every six months. For good dental care remember to:

- Brush your teeth at least twice a day
- Floss your teeth at least once a day

YOUR PERSONAL DIABETES CARE PROFILE

This Profile includes your most recent lab tests and exams.

Our goal is to provide you with information you need to live well with diabetes. Your health care team wants you to "know your numbers", and to take charge of your health.

If you have any questions about labs, exams, or have other general questions regarding your diabetes management, bring them to your next appointment.

Any Time
406/555-5555

Name of Diabetes Coordinator
Diabetes Education Program Coordinator
406/555-5555

Clinic Logo

"Know your numbers"

Blood Sugar Control

Target: A1c level 7% or less

Hemoglobin A1c ("A-one-C") test measures your average blood sugar during the last 3 months.

Things your doctor may do:

- Monitor your A1c levels every 3-6 months
- Prescribe medications to lower A1c levels if your number is above 7%
- Refer you to a diabetes education program

It is also important to check your blood sugars regularly at home with a blood sugar meter. Blood sugar testing helps you to understand how diet, activity, and weight loss impact your blood sugar levels.

Blood Pressure

Target: 130/80 or less

Blood pressure is the force of your blood as it travels through your blood vessels. When the pressure is too high, it damages these vessels. This can lead to a heart attack, stroke, kidney failure, or eye complications.

Things your doctor may encourage you to do:

- Monitor your blood pressure daily
- Take medications prescribed to control your blood pressure
- Lose weight and reduce salt in your diet
- Increase your activity to at least 20 minutes per day (more if possible)
- Stop smoking

Cholesterol & Heart Protection

Target: LDL cholesterol level 100 or less

LDL (bad) cholesterol sticks in your blood vessels and slows blood flow.

If this occurs in you:

- Stroke
- Heart attack
- Decreased foot and poor wound healing

Things your doctor may do:

- Monitor your cholesterol levels yearly
- Prescribe medications to lower cholesterol levels

and encourage you to:

- Lose weight
- Increase your activity to at least 20 minutes per day (more if possible)
- Cut down on saturated fat
- See a dietitian or diabetes educator

DIABETES CARE PROFILE: JOHN DOE

"Know Your Numbers"

	Date	Result	Goal/Target*	Should be done*
A1c (3 month average)	1/15/08	6.5	Less than 7%	Two to four times per year
Blood Pressure	2/28/2009	120/80	Less than 130/80	Each visit
LDL Cholesterol ("bad")	2/15/2009	150	Less than 100	Yearly
Microalbumin (urine protein)	10/25/2005	Negative	Negative	Yearly
Comprehensive Foot Exam	2/15/2005	Microalbumin	At least yearly	Yearly
Dilated Eye Exam	3/24/2005	Mild Retinopathy	At least yearly	Yearly
Flu Shot	2/15/2005	Received	Every year	Yearly
Pneumonia Shot	2/15/2005	Received	At least once	Once before 65 and after 65

ABC Projects - 2008

- Early results show annual A1c as static from the baseline with the median at 76%
- Baseline for A1c < 7% to 08 median only slight rise 51% to 56%
- Meeting target LDL-C ≤ 100 showed an 8% increase from baseline

Foot Exams

- Conducted Foot exam classes – 13 sites
 - 101 staff trained
 - Began July 08
 - Too soon to see conclusive results, however individual stats for earliest class sites showing improvement.



Flu and Pneumo - 2008

- Sending of flu/pneumo letters
- Aware of 7 sites that sent letters this past fall
 - 2250 pts.
 - Those receiving pneumonia vaccinations increased 19% from baseline to present



Dilated Eye Exams - 2008

- Sites - General campaign with educational materials, sample reporting forms, sample patient letters, and a list of Optometrists and Ophthalmologists in their service area
- Eye Care Providers - Reporting forms, and information on the importance of sharing results with the patient's primary care giver

❖ **Patients' receiving retinal eye exams increased 11% from baseline to present**

Plan – Do - Evaluate

- Tools MDP utilizes to identify possible areas in need of improvement by site.
 - Quarterly Summaries and graphs
 - QIR trend reports
 - Stoplight report





Plan – Do - Evaluate

- Plan

- Choose a project after looking at the data
- Identify a coordinator
- Identify the patients who will be the target of the project
- Ensure resources are available and the team is on board.



Plan – Do - Evaluate

- Do

- Obtain Tips and Tricks from MDP QI Coordinator
- MDP is available to assist with the QI project in various ways (Varies with project)
- MDP has materials available for use in projects (Varies with project)



Plan – Do - Evaluate

- Evaluate

- Run follow up reports in 3-6 months
 - (Quarterly Summaries, Advance Search for specific values,)
- Compare data, have numbers improved?
 - If yes, should the project continue to raise results higher?
 - If no, evaluate why, is there something else to do/target etc?



Program Objectives

- By 2014 ↑ the % of patients with diabetes receiving care at MDP QI Program clinics who meet target goals of:
 - < 7% A1c (52% to 67%)
 - Blood pressure < 130/80 mmHg (42% to 57%)
 - LDL-C < 100 mg/dL (58% to 73%)



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MDP Contact Information

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